

CECW-ON

31 Jan 2000

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
ATTN: Chiefs, Operations Divisions

SUBJECT: Park Office 2000, National Recreation Reservation Service

1. This memorandum transmits information and instructions regarding the operation of the National Recreation Reservation Service (NRRS) at the local recreation areas in 2000. The software used to operate the NRRS at the local level is called "Park Office". The NRRS will transition from Park Office 1999 to Park Office 2000 prior to the opening of the 2000 recreation season.
2. A number of enhancements and improvements to the operation of Park Office in 2000 are being made. When fully implemented, these modifications should significantly improve the functionality and reliability of this key component of the NRRS. There are several steps to make the transition from Park Office 1999 to Park Office 2000, each of which must be completed successfully and in sequence to assure a smooth start-up for 2000. A transition plan is enclosed (Encl 1), which describes the major steps and the time frame for completion. Please note that project staff are responsible for a number of critical actions to implement this transition plan.
3. The transition plan references a communications conversion in the April time frame, which will contribute to improved connectivity for Park Office. Additional information about this transition will be provided at a later date.
4. Procedures for the database verification process are also enclosed. (Encl 2)
5. Questions about this matter should be directed to Ricky Raymond, (409) 384-5716, or Mike Cannon, (870) 425-2700. POC for the NRRS in CECW-ON is Judy Rice, (202) 761-1795.

/S/

Encls

CHARLES M. HESS
Chief, Operations Division
Directorate of Civil Works

TRANSITION PLAN

BACKGROUND: A meeting was conducted between the NRRS Park Office Team and ReserveAmerica in October, 1999. The purpose of the meeting was to review Park Office performance from the previous season, review the Park Office comments from the fall review, develop a prioritized list of recommended software modifications, and develop a transition plan from Park Office 1999 to Park Office 2000. The Transition Plan is very important to the field operation of Park Office and the NRRS in 2000. It includes a number of steps that will require critical action on the part of the project staff. The following are the major steps in this transition:

January 2000

- Data Call to verify and complete necessary information each of the campgrounds. The results will be used to develop a priority listing, mail distribution list, and will serve as tracking document for the entire transition process. This work item was distributed last week to the field, with a suspense of 2 February 2000. Reference email message sent on January 20, 2000, Subject: NRRS Park Verification.

January - February

- Database Backup and Verification: All Park Office sites that went live during 1999, regardless of the length of time, or connected to the CRS through ParkLink will be required to make backups of the Park Database and provide a copy to ReserveAmerica for reconciliation with the CRS data. This step is necessary to resolve the "Trigger" issue and to assure that we have captured all of the outstanding data from last year's operations. After the database is reconciled, ReserveAmerica will provide the corrected database back to the park, along with any park map updates from the inventory process.

IMMEDIATE ACTION ITEM: All Park Office sites that went live during 1999 should make backups of their park databases, and send a copy to ReserveAmerica for reconciliation, in accordance with Database Verification Procedures provided

in Encl 2. ONLY Park Office sites that went live during 1999 are required to backup and verify their databases.

February

- Park Office System Standardization: This step will standardize the overall configuration of the PC's and will provide a stable and known foundation for the Park Office software and the Help Desk functions. This will include repartitioning and reformatting the hard drive, reinstalling and configuring the NT operating system, PCAnywhere32, Norton Antivirus, Acrobat Reader, and Zip software. A comprehensive CD, which will contain all of the software to accomplish this step is being developed by the Corps.

Please do not do anything until you receive the CD and instructions.

- Park Office 1999 Installation: An installation CD for the latest version of Park Office 1999 will be distributed to the lake offices in conjunction with the agency's system configuration CD. This will assure that the campground has the most current version with all of the appropriate software improvements as of the end of last season. After your system has been configured using the configuration CD, you will install Park Office 1999. A new CD will be provided by ReserveAmerica to each management office with the Park Office 1999 software.
- Park Database Re-Installation: ReserveAmerica will return your database after they have completed reconciliation against the CRS. Included with the database will be any map changes that you made during the 1999 Inventory data collection process. Once the System Standardization and Park Office 1999 installations are complete, the reconciled database must be re-installed. Once you have re-installed the park database and any new maps, you must contact the NRRS Help Desk at 877-345-6777 to schedule the system to go back on-line.

Once you have completed the above steps you will be fully operational and ready to handle reservations at your campground.

February - March

- Park Office 2000 Testing: Three primary test sites will begin field testing Park Office 2000 in mid February, with 8 to 10 additional field sites joining the testing program approximately two weeks later. Testing will continue for a minimum of two additional weeks. If any significant issues are identified, they will be corrected before general distribution is approved.

March

- Upgrade to Park Office 2000: Sites must complete the system standardization, install Park Office 1999 and re-install reconciled database steps before the upgrade to Park Office 2000 can be completed. Park Office 2000 will be distributed as a download through ParkLink to only those sites that have completed the above steps. This will be accomplished by "hitting" the upgrade button in Park Office 99 when you are notified that it is ready. At that point the appropriate files will be downloaded by phone to your PC to upgrade the software from the 1999 version to Park Office 2000.

NOTE: Park Office systems that are not currently live and operating must remain OFFLINE until the system has been reconfigured, Park Office 1999 and the reconciled database has been installed, and the park has been approved to go back on line.

April

- Conversion from the current communications service to MCI telecommunications. This can only be performed after you have upgraded to Park Office 2000. This software upgrade will contain the necessary files to enable you to make the switch to MCI. Additional instructions will be provided regarding the steps involved in this task at a later date.

If you have any questions, please contact Ricky Raymond at (409) 384-5716 or Mike Cannon at (870) 425-2700.

DataBase Verification Procedures

In preparation for the 2000 recreation season, park databases from Park Office sites that went live with Park Office in 1999, regardless of the length of time, must be verified. This includes any site that connected to the CRS through ParkLink for any reason. ReserveAmerica will verify that the database matches the CRS and that all trigger settings are correct, and will provide the corrected database back to the park. ReserveAmerica will also include any park map changes for the park that were submitted during the inventory update on the returned disk. It is very important that this process is completed to insure that last season is closed out and we start this season with the correct data. Databases will be verified and returned to the field based on a priority listing and park open dates. If you have any questions, please contact the NRRS help desk at 1-877-345-6777.

Sites that have never gone live and have not connected to the CRS do not have to perform this procedure. A new database will be generated by ReserveAmerica and supplied for the park.

Sites that are not currently live and operating with Park Office must remain offline until the database has been verified and the system has been reconfigured and Park Office 1999 installed. This includes sites that closed for the winter season.

Material Requirements:

Depending on the size of the database, more than one zip disk may be required per system backup. In most cases, only one zip disk will be required for each system backup. Iomega Zip software uses a 3 to 1 compression rate. It is recommended that you have four zip disks for each system on hand. Spare zip disks can be used for regular system backup later.

Backup Procedure:

1. Setup the following Park Office system components; CPU, Monitor, UPS, Keyboard, Mouse, Credit Card Swipe.
2. Log into NT using a password with Administrator rights.
3. Insure that all Park Suite applications are closed, including any parkdb windows.
4. Insert a Zip 100 disk in the Zip Drive.
5. Go to *Start, Programs, Iomega Tools for Window NT or Iomega Ware*, and select *1 Step Backup for Zip & Jaz* or *1 Step Backup*.
6. Select *Customize*.
7. Select *Change Setting and Start and New Backup Job*, if option available.
8. Enter the Park ID number and name in the *Description Field*.
9. Insure that *Compression On* is checked.
10. Select the *File Selection* tab.
11. In the left frame, click the + symbol located to the left of the I2k folder to view contents.
12. In the left frame, click the + symbol located to the left of the Database folder to view contents.
13. In the left frame, click the red outlined box located to the left of the Parkdb folder to select.
14. Select *OK*, if a warning message appears click *Proceed with New*.
15. Select *Backup Now*.
16. When the backup is complete, eject the disk by pressing the clear button located on the lower right of the zip drive. Record the park id number, park name, date, return mailing address, POC name and phone number on the Zip Disk label on the disk its self.

Repeat the process to make a second backup.

If you wish to confirm that data was backed up to the disk, insert the zip disk in the zip drive and go to *Start, Programs, Windows NT Explorer*, locate the Zip drive in the left frame and double click to view contents. There should be a *Backup Job* displayed in the right frame.

Mailing Instructions:

Overnight mail one of the backups to:

ReserveAmerica
401 Wheelabrator Way
Milton, ON
Canada
L9T,4B7

To estimate the value for Customs purposes, use \$10.00 per disk as the cost.